

CLAIM AMENDMENTS:RECEIVED
CENTRAL FAX CENTER

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This listing of claims will replace all prior versions, and listings, of claims in the application:

1. (Previously presented) A service support system comprising:

~~a service request interface configured to communicate with a service request system;~~

a dispatch system interface configured to communicate with a dispatch system; and

a service assignment module configured to:

assign a first service request to a technician from a pool of available technicians

based at least in part on a historical performance statistic of the technician

and a first current location of the technician, the first service request

received via the service request interface;

notify the technician of the first service request via the dispatch system interface;

and

assign a second service request to the technician based at least in part on a second

current location of the technician after receiving service order completion

data and frame order completion data related to the first service request,

wherein the service order completion data and the frame order completion

data related to the first service request indicate that tasks associated with

the first service request are complete.

2. (Previously presented) The service support system of claim 1, further comprising a geo-location interface configured to access a global positioning system, the global positioning system indicating the first current location of the technician, the second current location of the technician, or any combination thereof.

3. (Previously presented) The service support system of claim 1, further comprising a service request status interface for accessing status data associated with the first service request, the second service request, or any combination thereof.

4. (Original) The service support system of claim 3, wherein the service request status interface is a web-based interface.

5. (Previously presented) The service support system of claim 3, wherein the service request status interface is accessible to a competitive local exchange carrier and wherein the technician is associated with an Incumbent Local Exchange Carrier (ILEC).

6. (Original) The service support system of claim 1, further comprising:
a frame system interface configured to access a frame operation management system, the service assignment module configured to transfer frame related service requests to the frame operation management system via the frame system interface.

7. (Original) The service support system of claim 1, further comprising:
a scoring interface configured to access a technician scoring system, the technician scoring system storing an efficiency scoring associated with the technician.

8. (Original) The service support system of claim 1, further comprising:
a statistical knowledge interface configured to access a statistical knowledge system, the statistical knowledge system storing statistical data associated with the service request.

9. (Original) The service support system of claim 1, further comprising:
a billing system interface configured to communicate with a billing system, the billing system to receive completion data associated with the service request.

10. (Original) The service support system of claim 1, further comprising a user interface to provide data associated with the technician.

11. (Original) The service support system of claim 10, wherein the user interface is a web enabled interface.

12. (Original) The service support system of claim 11, wherein the user interface includes a JAVA component.

13. (Canceled)

14. (Currently amended) A work force administration system comprising:
a memory, wherein the memory includes:

a dispatch interface configured to communicate with a technician dispatch system;

and

a dispatch module configured to:

receive a service order via a service request interface;

access technician statistics associated with each of a plurality of

technicians, the technician statistics indicating an expected travel time to a location associated with the service order and an expected time remaining to complete a current task, wherein the expected travel time for each respective technician is based on a current location of the respective technician relative to the location associated with the service order;

assign at least one task of the service order to a technician of the plurality of technicians based on the technician statistics of each of the plurality of technicians while the technician is engaged in the current task before the current task assigned to the technician has been completed; and

transfer service instructions associated with the service order via the dispatch interface to the technician dispatch system.

15. (Canceled)

16. (Previously presented) The work force administration system of claim 14, wherein the dispatch module utilizes a global positioning system location associated with the technician to formulate the dispatch instructions.

17. (Previously presented) The work force administration system of claim 14, wherein the dispatch module utilizes historical work force and work load statistics to formulate the dispatch instructions.

18. (Currently Amended) A system comprising:

a memory, wherein the memory includes:

a mobile technician interface configured to communicate with a mobile technician monitoring system;

a frame order management system interface configured to communicate with a frame order management system;

a web-based order status reporting interface;

an assignment module configured to assign a first task of a service request via the mobile technician interface and to assign a second task of the service request via the frame order management system interface; and

an order status monitoring module configured to access the mobile technician monitoring system via the mobile technician interface to receive service order completion data associated with the first task and configured to access the frame order management system via the frame order management system interface to receive frame order completion data associated with the [[the]] second task, and wherein the order status monitoring module is configured to provide an order status associated with the service request based on the service order completion data and the frame order completion data via the web-based order status reporting interface.

19. (Previously presented) The system of claim 18, wherein the order status monitoring module reports a complete status associated with the service request upon receipt of both the service order completion data and the frame order completion data.

20. (Previously presented) The system of claim 18, further comprising an internal service management interface configured to communicate with an internal service management system, and wherein the order status monitoring module is configured to access the internal service

management system via the internal service management interface to receive internal service completion data.

21. (Previously presented) The system of claim 18, further comprising:
 - a service order request interface configured to communicate with a service order request system; and
 - an order dispatch module configured to access the service order request system to receive the service request.
22. (Previously presented) The system of claim 18, further comprising:
 - a user interface configured to provide configurable views of data associated with the mobile technician monitoring system, the frame order management system, and the order status monitoring module.
23. (Previously presented) The system of claim 22, wherein the user interface includes a web-enabled interface.
24. (Previously presented) The system of claim 22, wherein the user interface includes a JAVA interface component.
25. (Previously presented) The system of claim 18, further comprising an inventory provisioning interface configured to access a public switch telephone network inventory system.
26. (Previously presented) The system of claim 18, wherein the order status reporting interface is configured to provide access to a competitive local exchange carrier.
27. (Canceled)

28. (Original) A service order status interface comprising:

a memory, the memory including at least one web page configured to access an order status monitoring module, the order status monitoring module configured to access a technician monitoring system via a technician interface to receive service order completion data associated with a service request and the order status monitoring module configured to access a frame order management system via a frame order management system interface to receive frame order completion data associated with the service request, the at least one web page configured to display a service request status associated with the service request, the service request status provided by the order status monitoring module and associated with the service order completion data and the frame order completion data.

29. (Original) The service order status interface of claim 28, wherein the at least one web page is accessible by a competitive local exchange carrier.

30. (Previously presented) A method to facilitate service dispatch, the method comprising:

communicating with a service request system via a service request interface to receive a service request;
determining a current location of a technician of a plurality of available technicians based on near real-time Global Positioning System data;
assigning the service request to the technician based at least in part on a historical technician performance statistic and the current location of the technician; and
notifying the technician of the service request via a dispatch system interface.

31. (Canceled)

32. (Original) The method of claim 30, further comprising accessing status data associated with the service request via a service request status interface.

33. (Original) The method of claim 32, wherein the service request status interface is a web-based interface.

34. (Previously Presented) The method of claim 32, wherein the service request status interface is accessible to a competitive local exchange carrier.

35. (Original) The method of claim 30, further comprising accessing a frame operation management system via a frame system interface, the service assignment module configured to transfer frame related service requests to the frame operation management system via the frame system interface.

36. (Original) The method of claim 30, further comprising accessing a technician scoring system via a scoring interface, the technician scoring system storing an efficiency scoring associated with the technician.

37. (Canceled)

38. (Previously presented) A method comprising:

assigning a first task related to a service request to a first technician via a mobile technician interface;

assigning a second task related to the service request to a second technician via a frame order management system interface;

accessing a mobile technician monitoring system via the mobile technician interface to receive service order completion data associated with the first task;

accessing a frame order management system via the frame order management system interface to receive frame order completion data associated with the second task;
and

providing an order status associated with the service request based on the service order completion data and the frame order completion data via a web-based order status reporting interface.

39. (Original) The method of claim 38, wherein the order status is shown as complete upon receipt of both the service order completion data and the frame order completion data.

40. (Canceled)

41. (Previously presented) The service order status interface of claim 28, wherein the service request relates to a first task associated with the service order completion data and a second task associated with the frame order completion data and wherein the at least one web page displays a status of each of the first task and the second task.

42. (Previously presented) The service support system of claim 1, wherein the second current location is different from a location associated with the first service request.